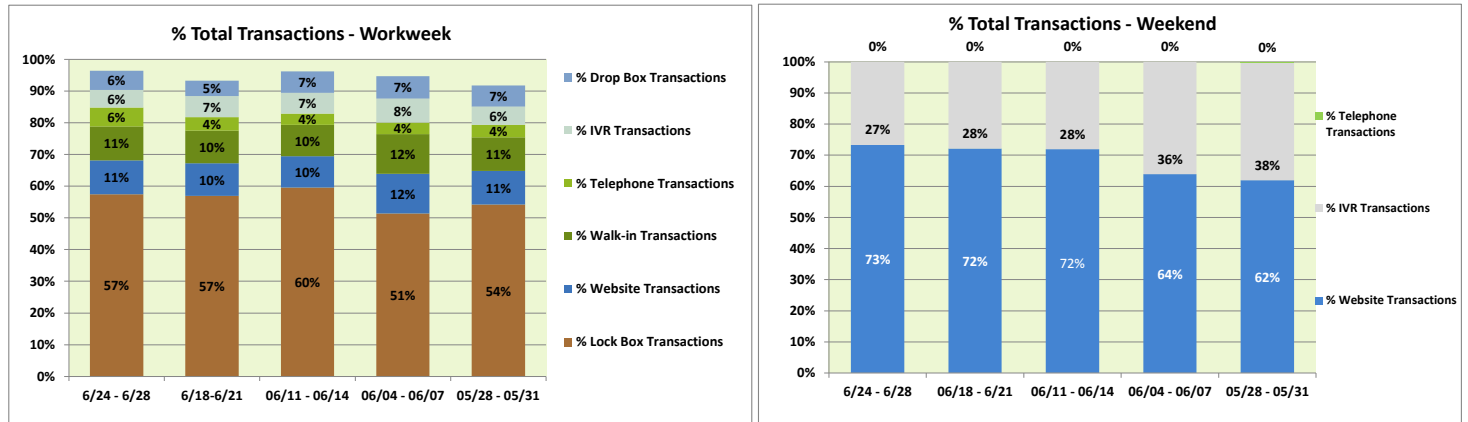
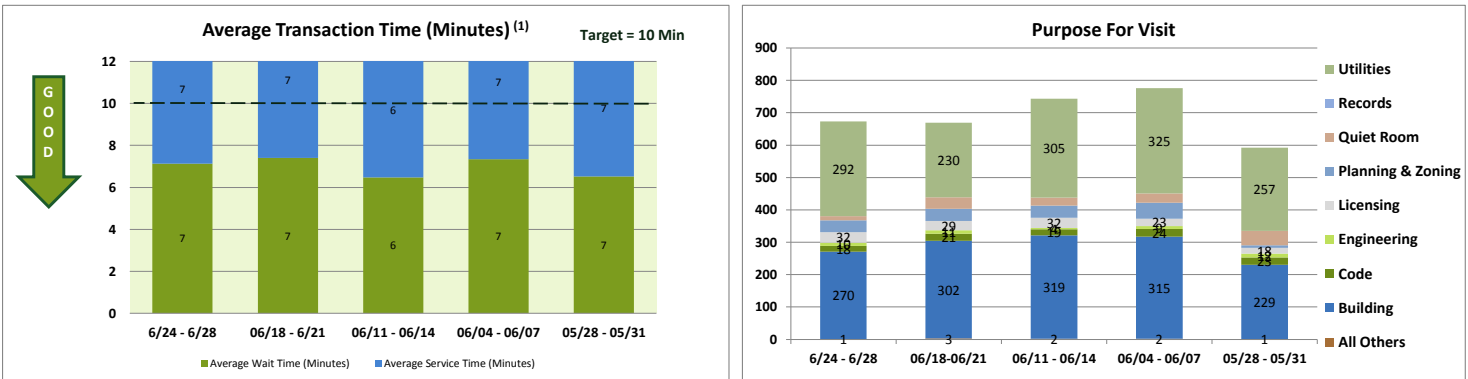


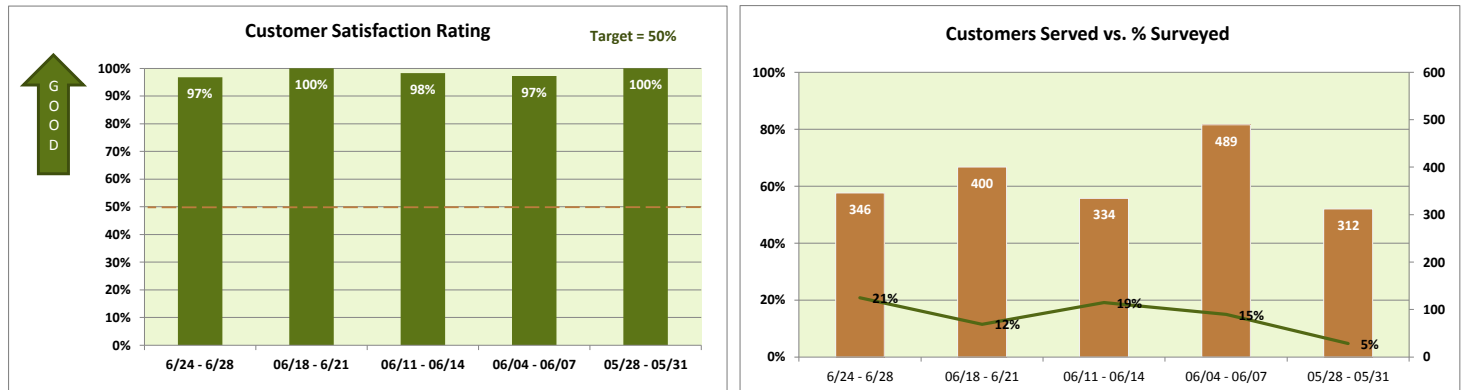
Customer Service - Weekly Performance Report  
June 24, 2012 - June 28, 2012



Customer Service	MEASURE	6/24 - 6/28	6/18 - 6/21	6/11 - 06/14	06/04 - 06/07	05/28 - 05/31	FYTD 2012
Provides Customers with convenient service options	Workweek:						
	Lock Box Transactions	1,858	2,213	2,006	2,015	1,592	78,418
	Website Transactions	463	662	463	695	554	21,570
	Walk-in Transactions	346	400	334	489	312	14,847
	Telephone Transactions	194	167	121	142	115	9,016
	IVR Transactions	178	256	220	297	171	8,821
	Drop Box Transactions	195	188	226	279	194	8,713
	Total Workweek Transactions	3,234	3,886	3,370	3,917	2,938	141,385
	Weekend:						
	Telephone Transactions	0	0	0	0	1	33
	IVR Transactions	90	79	16	113	118	3,282
	Website Transactions	66	205	41	200	194	7,474
	Total Weekend Transactions	90	284	57	313	313	10,789
	Grand Total	3,324	4,170	3,427	4,230	3,251	152,174



Provides Walk-in Customers with fast and accurate service delivery (2)	Walk-in Transactions	346	400	334	489	312	14,847
	Percent Walk-in Customers to Total Customers	11%	10%	10%	12%	11%	11%
	Average Service Time (Minutes)(1)	7	7	6	7	7	7
	Average Wait Time (Minutes)	4	7	7	6	6	8
	% Wait Time < or = 5 Minutes	71%	55%	51%	56%	61%	70%
	% Wait Time > or = 30 Minutes	3%	6%	6%	5%	4%	4%



Meets Walk-In Customer Expectations	Customer Satisfaction Rating (2)	98%	100%	98%	97%	100%	96%
	Overall	96%					

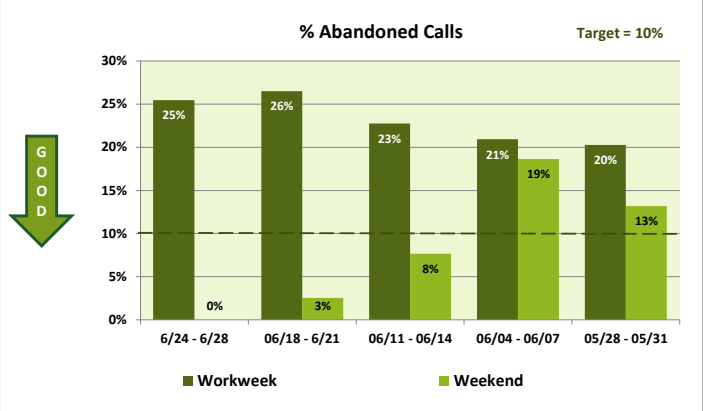
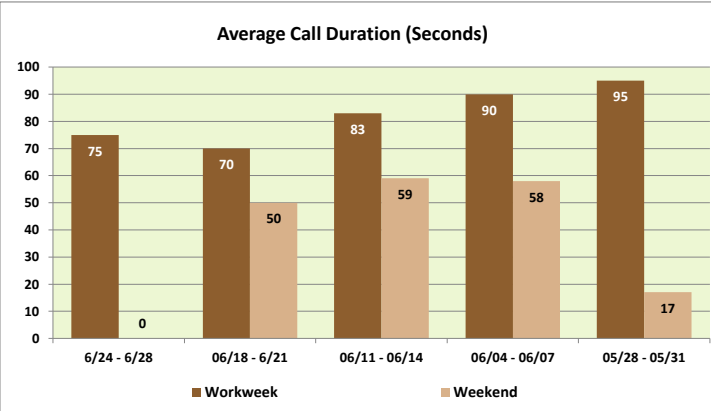
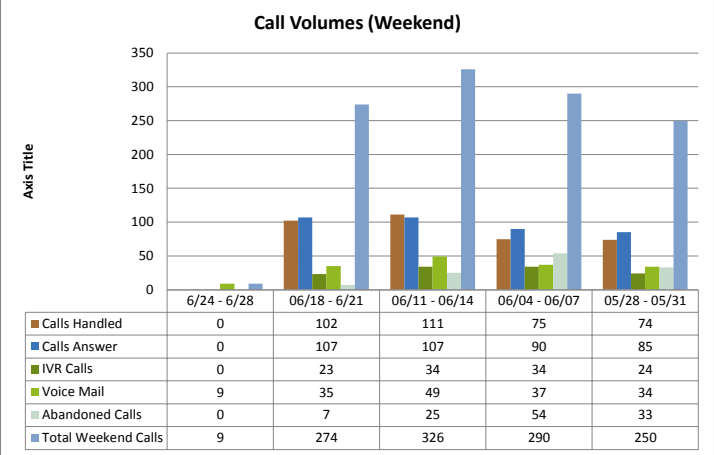
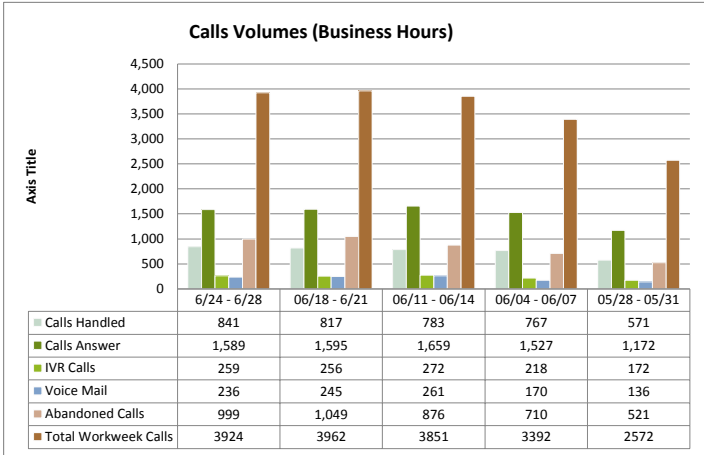
This metric calculated by the weighted average method based on survey responses. Will be replaced by actual averages upon implementation of queuing software.

Note (1) New Lobby Registration System implemented 04/09/12

Note (2) New In-Lobby survey began in October 2011 for walk-in customers only

Customer Service - Weekly Performance Report

June 24, 2012 - June 28, 2012



Customer Service	MEASURE	6/24 - 6/28	06/18 - 6/21	06/11 - 06/14	06/04 - 06/07	05/28 - 05/31	FYTD 2012
Responds quickly and efficiently to Customer telephone calls and inquires	Workweek:						
	Calls Handled	841	817	783	767	571	83,005
	% Abandoned Calls	25%	26%	23%	21%	20%	30%
	Average Call Duration (Seconds)	75	70	83	90	95	112
	Weekend:						
	Calls Handled	0	102	111	75	74	11529
	% Abandoned Calls	0%	3%	8%	19%	13%	36%
	Average Call Duration (Seconds)	0	50	59	58	17	56